

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THE TARIFF FILING OF	)	CASE NO. 97-528
CITIPOWER, L.L.C.	)	

O R D E R

IT IS ORDERED that Citipower, L.L.C. ("Citipower") shall file the original and four copies of the following information with the Commission. Each copy of the data requested should be placed in a bound volume with each item tabbed. When a response requires multiple pages, each page should be indexed appropriately, for example, Item 1(a), page 2 of 4. With each response, include the name of the witness who will be responsible for responding to questions related thereto. Careful attention should be given to copied material to ensure that it is legible. The response to this request is due 20 days from the date of this Order.

1. On Original Sheet No. 8 of Citipower's proposed tariff, Item 12 states that the company shall maintain a standard pressure of two ounces as measured at the outlet side of the customers' meters. Provide revised language stating that Citipower shall maintain a standard pressure of four ounces at the outlet side of the customers' meters; this is consistent with the measurement base pressure defined on Original Sheet No. 9. It is also consistent with the requirement that a utility maintain standard pressure, not to vary by more than 50 percent plus or minus, at the outlet side of the meter to provide safe and efficient utilization of gas in properly adjusted appliances supplied through adequately sized customers' facilities. This is pursuant to 807 KAR 5:022, Section 13(15).

2. Refer to Original Sheet No. 7.
  - a. Clarify that the reference to the "OSC" in the Reconnect Charge section should be "PSC."
  - b. Provide language for the Termination or Field Connection Charge section which clarifies that Citipower may make a field collection charge only once in any billing period in accordance with 807 KAR 5:006, Section 8(3)(c).
  - c. Provide language for the Late Payment Penalty section which clarifies that Citipower may assess such a penalty only once on any bill for rendered service, pursuant to 807 KAR 5:006, Section 8(3)(h).
3. Provide a sample billing form for Original Page No. 17.
4. Refer to Original Sheet No. 18.
  - a. Although this sheet bears the heading "Domestic," is this the rate sheet for all residential customers, as defined on Original Sheet No. 3? If not, identify what rates will be charged to distribution, and what rates will be charged to "farm tap" customers.
  - b. Does Citipower intend to serve farm tap customers pursuant to KRS 278.485 although it has been determined that Citipower is a distribution system? Explain.
  - c. Are the rates to be charged the same as those previously charged by Citipower?
5. Refer to Original Sheet No. 19.
  - a. Is the designation "Institutions" the same as "Institutional" Commercial customers defined on Original Sheet No. 3?
  - b. Are these the rates that were previously charged by Citipower to the commercial class of customers?

6. Are the industrial rates set out on Original Sheet No. 20 the same rates that were previously charged by Citipower to industrial customers?

7. Is Citipower proposing to charge flat monthly rates as indicated in its tariff (for example: Monthly--\$7.00), or is it proposing to charge volumetric rates (for example: Monthly--\$7.00 per Mcf)?

8. Refer to the "Turn-on Charge" set out on Original Sheet No. 6. Will a tap fee be assessed against residential distribution customers? If not, is the tap fee intended for new "farm tap" customers? Explain.

9. Refer to Original Sheet No. 7.

a. Why is Citipower proposing a Termination or Field Connection Charge of \$35 when its cost support justifies only \$31?

b. Is the second special charge on this sheet intended to be a "Field **Connection** Charge" or a "Field **Collection** Charge"?

c. Provide clarifying language for the Meter Test Charge which notifies the customer that he will be responsible for the cost of the meter test from the meter testing vendor.

10. Provide additional support for Citipower's estimate of time involved in performing tasks on the Nonrecurring Charge Cost Justification sheets.

11. Explain the differences in the mileage involved in the Transportation Expenses for the various charges.

12. Explain the differences in labor charges. Identify employees involved in performing these tasks, and the hourly wage of each.

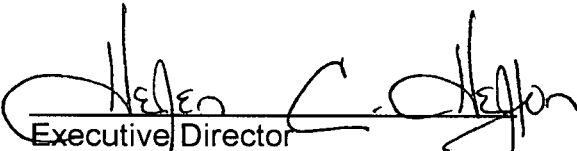
13. Is Citipower aware of its obligation pursuant to 807 KAR 5:006, Section 13(1)(c), to display prominently in each office in which payment is received a copy of the customers' bill of rights as set forth in Appendix A hereto?

Done at Frankfort, Kentucky, this 23rd day of April, 1998.

PUBLIC SERVICE COMMISSION

  
For the Commission

ATTEST:

  
Executive Director

## CUSTOMER BILL OF RIGHTS

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Administrative Regulations:

- You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to inspect and review the utility's rates and tariffed operating procedures during the utility's normal office hours.
- You have the right to be present at any routine utility inspection of your service conditions.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.
- You have the right to dispute the reasons for any announced termination of your service.
- You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- You have the right to participate in equal, budget payment plans for your natural gas and electric service.
- You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
- If you have not been disconnected, you have the right to maintain your natural gas and electric service for up to thirty (30) days if you present a Certificate of Need issued by the Kentucky Cabinet for Human Resources between November and the end of March.
- If you have been disconnected due to nonpayment, you have the right to have your natural gas or electric service reconnected between the months of November through March provided you:
  1. Present a Certificate of Need issued by the Kentucky Cabinet for Human Resources, and
  2. Pay one third (1/3) of your outstanding bill (\$200 maximum), and
  3. Accept referral to the Human Resources' Weatherization Program, and
  4. Agree to a repayment schedule that will cause your bill to become current by October 15.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility (Call Toll Free 1-800-772-4636).